

661—277.8(100C) Complaints. Complaints regarding the performance of any certified contractor or installer, failure of a certified contractor or installer to meet any of the requirements established in Iowa Code Supplement chapter 100C or this chapter or any other provision of law, or operation as an alarm system contractor or installer without certification may be filed with the state fire marshal.

277.8(1) Complaints should be addressed as follows:

Alarm System Contractor and Installer Certification Program

Fire Marshal Division

Iowa Department of Public Safety

215 East 7th Street

Des Moines, Iowa 50319

277.8(2) Complaints may be submitted by electronic mail to alarminfo@dps.state.ia.us or by facsimile to (515)725-6172.

277.8(3) Complaints should be as specific as possible and must clearly identify the contractor or installer against whom the complaint is filed. A form which may be used to file complaints is available on the Web site of the alarm system contractor and installer certification program. Complaints may be filed without using the complaint form provided, but shall be submitted in writing. A complaint may be submitted anonymously, but if the name and contact information of the complainant are provided, the complainant will be notified of the disposition of the complaint.

NOTE: The Web site for the alarm system contractor and installer certification program is: <http://www.dps.state.ia.us/fm/alarm/index.shtml>.